

DWS Targets

Measure	Baseline		Target	Most Recent Results	
				Month	Quarter
UI Benefits	Jan 2010 - Sept 2011			Nov-12	2012-3
Cost per determination	\$14.64		≤ \$14.50		\$16.61
Quality of benefit timeliness	94%		≥ 95%		96.0%
Timeliness of first payments	94%		≥ 95%	94.2%	
UI claim duration (all claimants)	15.3 weeks		≤ 13 weeks		14.2 weeks
UI claim exhaustion rate	51.6%		≤ 35%		43.9%
Re-employment rate (all claimants)	59.8%		≥ 65%		65.3% (2012-1)
UI Tax	Jan 2010 - Sept 2011				2012-3
Cost per \$100 deposit	\$3.36		≤ \$2.00 per \$100 deposit		\$1.52
Timeliness of employer payments	88.1%		≥ 95%		93.4%
UI Appeals	July 2011 □ June 2012			Nov-12	2012-3
Cost per appeal	\$102.40		≤ \$100		\$88.48
Quality of Hearing & Decision	96.11%		≥ 95%		97.48%
Average Age of Lower Authority Pending Cases	8.5 days		≥ 15	9	
ESD	Original	2011		Nov-12	2012-3
Cost per determination	\$57.66	\$39.26	≤ \$31.86		\$36.25
Performance Review Team Accuracy	90%	94.4% (Oct 11 - Jun12)	≥ 95%	94%	
Days to determination			≤ 12 days	16 days	
Determinations per FTE/day	5.0	6.5	≥ 8.5 determinations		7.2
Average Wait Time			≤ 15 minutes	6 min 38 sec	
Touch Time	In progress	In progress	In progress		
WDD	Jul 2011 - Jun 2012			Nov-12	2012-3
Cost per placement (all)	\$160		\$150		\$151.98
Performance Review Team Compliance	86% (Sep 2010 □ Jun 2012)		≥ 90%		
Total placements per quarter	53,800 (Jan 2010 - Mar 2012)		≥ 50,000		61,821
Placements per FTE per quarter	97		100		104
Training related placements	In progress		In progress		
Self-service placements	28,840/53.6% of all placements		54%		16,734/27.1%
Market share of employers	14.7% (Jul 2010 - Sep 2011)		≥ 16.2%		15.6% (2012-2)
Total case-managed employment closures	58.2% (Jun 2011 - May 2012)		≥ 70%	67.8%	
Training completion rate	39.9% (Jul 2011 - May 2012)		≥ 50%	58.2%	
Total TA closures for employment	41,708 (Jan 2011 - Dec 2011)		50,000 per year		32,879